

Abstract

5 The present invention relates to a system and process for resolving
messages from application components to back-end systems. The system comprises a
standardized message definition which uses a tagged field format through which
application components communicate to a message handler. The message handler
applies rules that define actions to be taken and recipients of information based on the
10 contents of the message. The rules may be pre-defined by a customer associated with an
application component generating a message, based on common rules applied to
components generally, or based upon service rules associated with the service provider,
such as level of service subscriptions or other characteristics, or based on a combination
of any or all of the above bases. By utilizing published message formats, the present
15 invention provides a platform independent framework for exposing application hosting
back-end systems to customer applications.